



Accomplishments Report

U.S. Department of Labor
Washington, D.C.

December 2008
Office of the 21st Century Workforce
Phone: (202) 693-6490

U.S. SECRETARY OF LABOR ELAINE L. CHAO REACHES OUT TO HISPANIC AMERICAN WORKFORCE

U.S. Secretary of Labor Elaine L. Chao is strongly committed to the safety, pay and benefits of Hispanic American workers. With Secretary Chao's leadership, the Department of Labor has taken significant actions to benefit Hispanic Americans.*

HISPANIC AMERICAN CONFERENCES AND EVENTS

Opportunity Conferences – Since 2003, the Department of Labor (DOL) has sponsored annual Opportunity Conferences in Washington, D.C., Chicago, Philadelphia, and Orlando. The agendas have covered a range of topics regarding economic development for the Asian Pacific, Hispanic and African American communities. The DOL has partnered with MANA -- A National Latina Organization, the League of United Latin American Citizens (LULAC), the National Association for Hispanic Federal Executives, the Virginia Hispanic Chamber of Commerce, the U.S. Hispanic Chamber of Commerce and others to reach out to small business owners, non-profit organizations, and community leaders in the Hispanic community. These innovative conferences address the needs of America's most prominent ethnic communities.

DOL-OSHA Hispanic Safety and Health Summit – Held on July 22, 2004, in Orlando, Florida, the Hispanic Safety and Health Summit brought together over 500 representatives from government, community, and faith-based organizations, non-profits, industry, academia, and organized labor to share practical safety and health information, present success stories and discuss gaps in communication, training and outreach for Hispanic American workers in the United States. The summit raised awareness about safety and health issues affecting Hispanic American employees.

Workforce Innovations Conference – Each year in July, the Employment Training Administration (ETA) holds its premier annual conference, *Workforce Innovations*, where local, state and national workforce leaders and their partners from industry, education, and economic development gather to explore workforce issues and confront the challenges facing the labor market. The conference includes sessions on serving Hispanics and individuals with limited English proficiency, particularly agricultural workers and migrant and seasonal farm workers – many of whom are Hispanic and/or individuals with limited English proficiency. In July 2005, the conference, titled *A Declaration of Innovation*, featured three workshops related to Hispanic workers, youth, and limited English-proficiency issues. In July 2006, the conference, titled *Regional Strategies... Global Results*, featured three workshops related to limited English-proficient individuals, and showcased several

* This report highlights and emphasizes the efforts of the Department of Labor that have benefited Hispanic American workers. The programs described herein are available to all eligible American workers.



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projects as models for serving Hispanics and limited English-proficient individuals in the Talent Plaza section of the Global Crossroads Exhibit Hall. In July 2008, the conference, titled *Success Decoded*, featured five learning labs related to immigrants, Hispanics and limited English-proficient individuals. Also, the conference showcased and recognized various initiatives funded by ETA serving these populations, among others, through the Recognition of Excellence 2008.

Agricultural Business Forums – In recent years, ETA convened three Agricultural Business and Workforce System Integration forums in Sacramento, Dallas, and Tampa for key stakeholders to discuss how the public workforce system at the federal, state, and local levels can better serve the needs of agricultural employers and workers, particularly migrant and seasonal farm workers. ETA's vision is to broaden and integrate the services for migrant and seasonal farm workers so that all workforce solutions are available to them, better serving their needs as well as the workforce needs of the American agricultural business sector and allowing the U.S. to better compete in the global marketplace.

MSHA Hispanic Youth Symposia (HYS) – The Mine Safety and Health Administration (MSHA) has actively participated in the D.C. Metro Area symposia for Hispanic youth since their inception in 2001. The HYS have grown from one symposium in 2001 to seven symposia in 2008. MSHA volunteers help the high school students understand the importance of obtaining an education and serve as mentors to Hispanic students. In addition, MSHA interns serve as team leaders for the students and attend training to learn how to get a job in government. MSHA also takes an active role in planning the DOL's annual Hispanic Heritage Month celebration (September 15 – October 15) and conducted its own event at MSHA headquarters in Arlington, Virginia, on September 17, 2008.

WHD Speeches and Presentations – The Employment Standards Administration's (ESA) Wage and Hour Division (WHD) has been increasing the number of presentations targeted to both minority employers and immigrant workers. In Fiscal Year (FY) 2007, WHD reached an estimated audience of some 1.2 million through outreach events, including media events that were geared towards the Hispanic population. About 10% of WHD outreach events were targeted primarily to the Hispanic population, and an additional 26% of the agency's events occurred either in low-wage industries that employ large numbers of Hispanic workers or occurred in connection with the agency's strategic partnerships.

ENSURING HISPANIC WORKER STANDARDS, SAFETY, AND HEALTH

Workplace Injuries and Fatalities Decline – From 2001 to 2007, the fatality rate among Hispanic workers dropped by 26%.

Protecting Immigrant Workers – On April 15, 2002, Secretary Chao and Mexico Secretary of Labor & Social Welfare Carlos Abascal issued a Joint Ministerial Statement Regarding Labor Rights of Immigrant Workers, reaffirming commitments to vigorously enforce the laws administered by their two agencies without regard to whether an employee is documented or undocumented and asked senior officials to explore areas of bilateral cooperation. In FY 2007, the WHD recovered a record \$220 million in back wages for over 341,000 workers. In low-wage industries, which typically employ a higher percentage of Hispanic workers, such as agricultural, janitorial, hotel/restaurant, and construction, WHD collected nearly \$52.7 million in back wages for 86,500 workers.



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Alliances With Mexican Consulates – In July 2004, the Occupational Safety and Health Administration (OSHA) and ESA signed a *Letter of Agreement* with the Ministry of Foreign Affairs of the United Mexican States, including its embassy and consulates in the U.S., to work collaboratively to reinforce DOL’s continuing efforts to ensure safe and healthful working conditions for workers from Mexico and other Latin American countries through outreach, education and training. As a result, DOL officials are working with more than 45 Mexican Consulates through OSHA’s Alliance Program and other avenues to provide outreach assistance and training to Mexican workers and Consulate staff in the U.S. Activities include the development and dissemination of safety and health promotional materials focusing on different topics, including construction and landscaping, conducting training on wage and hour requirements, and participating in the Consulate’s “Mobile Consulate” outreach training program.

Diverse Workforce Issues Group (DWIG) – In December 2006, OSHA changed the focus of the OSHA Compliance Assistance Coordinating Group’s (CACG) Hispanic Outreach Subgroup and formed the DWIG. The group focuses on improving safety and health for all immigrant communities in the U.S. through outreach, education, training and cooperative programs. The group also provides input to CACG regarding development and coordination of Spanish-language compliance assistance materials, outreach activities, and training targeted to the immigrant community, including Hispanics.

Hispanic Family Health and Safety Fairs – OSHA’s regional and area offices regularly conduct Hispanic Family Health and Safety Fairs to provide outreach, education, and training to the local Hispanic communities. For example, OSHA’s Buffalo, New York, Area Office sponsored a fair on June 21, 2008. At the fair, OSHA activities included the delivery of 21 safety awareness training sessions in Spanish to more than 700 people, focusing on topics including electrical safety, trenching/excavations, and fall hazards. OSHA staff also maintained an exhibit booth, distributed copies of the agency’s Spanish-language safety and health outreach materials, and answered questions. The fair, which also featured wellness screenings for diabetes, blood pressure, and asthma, was attended by more than 2,500 people.

Youth Rules! – In May 2002, Secretary Chao launched the *YouthRules!* campaign to educate young workers, parents and employers about the jobs young people may do and the hours they may work. In 2007, WHD distributed child labor public service announcements (PSAs) to 1,914 radio stations, including all 600 Spanish-language radio stations in the U.S. and Puerto Rico. The PSAs focused on youth in agriculture.

Promoting Drug-Free Workplaces – The Office of the Assistant Secretary for Policy’s [*Working Partners for an Alcohol- and Drug-Free Workplace Program*](#) educates employers and employees about the benefits of drug-free workplace programs and provides them with information and tools to help put such programs in place. Information is available in Spanish, including a *Fast Facts* pocket card developed for workers and *Working Drug-Free Works* posters for both the construction industry and general industry. Materials can be downloaded from the [Working Partners](#) Web site or email requests may be sent to webwp@dol.gov. *Working Partners* also maintains a searchable online substance abuse information database, a repository of workplace substance abuse prevention documents from various sources. In addition, a short “drop in” news brief about available *Working Partners* drug-free workplace resources is available for use in Spanish-language, employer-targeted publications as part of the “Help from DOL” series at www.dol.gov/compliance/news/articles-series-spanish.htm.



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Gulf Coast Task Force – Following Hurricanes Katrina and Rita, WHD recognized the need for an increased presence in the Gulf Coast region in order to improve its ability to provide outreach and enhance its capacity to conduct targeted investigations and respond to complaints. As a result, WHD formed a Gulf Coast Task Force comprised of representatives from WHD's local, regional, and national offices. The Task Force focuses efforts on: (1) enforcement, including investigations of federally funded contractors and employee allegations of noncompliance by employers; (2) outreach, with emphasis on Spanish-speaking employees and the contractors who employ them; and (3) working with other entities, including advocacy groups. Since 2005, WHD has worked with a number of groups to provide outreach to employees in the region and to address potential concerns identified by the groups, including the Hispanic Apostolate of the Archdiocese of New Orleans, the Good News Camp in New Orleans, the Lantern Light Ministry in New Orleans, the Mexican Consulates in Atlanta and Houston, and LULAC. These organizations have augmented WHD's efforts to educate Hispanic workers about their rights under Federal labor law. Since October 2005, WHD has completed or is completing over 950 hurricane-related cases, which resulted in the recovery of nearly \$10.7 million in back wages for 16,500 employees in cases that are already concluded. WHD has collected an additional \$2 million in back wages on cases not yet concluded.

Spanish-Speaking Employees – OSHA has compiled a database of fluent Spanish-speaking employees that currently includes more than 160 in Federal OSHA, states and territories with OSHA-approved safety and health plans, and onsite consultation projects. The agency is actively recruiting Spanish-speaking employees with special emphasis on recruitment of Compliance Assistance Specialists.

Office of Small Business Assistance (OSBA) – The Office of Small Business Assistance administers OSHA's nationwide onsite consultation program and serves as the point of contact for small businesses. OSBA developed a "Hispanic Safety" Web page which includes links to a selection of Hispanic workers' safety programs developed by state OSHA programs such as downloadable training programs, tools, products and resources.

Hispanic Outreach on Group Health Continuation Coverage – The Employee Benefits Security Administration (EBSA) publishes an *Employees' and Employers' Guide to Group Health Continuation Coverage Under COBRA*, the Consolidated Omnibus Budget Reconciliation Act of 1986. This publication is available in Spanish and provides information on COBRA's continuation health care coverage, including an explanation of the rules and available model notices for employers. Also, EBSA worked with the Federal Citizen Information Center to promote and distribute three Spanish publications - *Life Changes Require Health Choices*, *Work Changes Require Health Choices*, and *Top Ten Ways to Prepare for Retirement*. EBSA also distributes a Spanish-language version of *Top Ten Ways to Make the Most of Your Health Plan*, as well as a publication for dislocated employees which provides information to help employees make informed and timely decisions so they don't lose health coverage.

IMPROVING HISPANIC WORKER TRAINING

High-Growth Job Training Initiative – The President's High-Growth Job Training Initiative is a strategic effort to prepare employees to take advantage of new and increasing job opportunities in high-growth/high-



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demand industries and economically vital sectors of the American economy. The initiative ensures that employee training and career development resources in the public workforce system are targeted to help employees gain necessary skills and competencies to obtain jobs and build successful careers in these industries.

Workforce Innovation in Regional Economic Development (WIRED) – WIRED is a \$326 million program in 39 regional economies across the country to integrate workforce education and training strategies around economic development priorities. In 2007, the DOL awarded \$5.1 million over a three-year period to the Eastern-Central Region in Puerto Rico to expand workforce opportunities for workers, including Hispanics, and create a pipeline of skilled workers to meet the needs of expanding industries.

Hispanic Worker Training Initiative – Launched in 2004, the Hispanic Worker Training Initiative helps Hispanic Americans take advantage of job opportunities in high-growth sectors of the economy that offer employment and career advancement. Hispanic workers face unique challenges in attaining necessary education and skill requirements since more than 40% of those aged 25 and older do not possess a high school diploma and many are foreign-born and lack English language skills. Given these barriers, Hispanics are more likely to be unemployed, and underemployed, and typically earn less than non-Hispanic workers. The following strategies are being pursued to ensure Hispanics prepare for and find good jobs at good wages in the American economy: (1) develop contextual learning methodologies that increase language and occupational skills; (2) ensure Hispanic youth stay on an educational path that leads to rewarding careers; and (3) establish collaborative efforts among employers, community colleges, and the public workforce system to help Hispanics acquire skills required by growing industries.

Limited English Proficient and Hispanic Worker Initiative (LEPHWI) – In support of the Hispanic Worker Training Initiative, the LEPHWI is a strategic effort to improve access to employment and training services for limited English proficient (LEP) individuals (those who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English) and to better serve Hispanic Americans through workforce investment programs addressing their specific workforce challenges. Approximately \$5 million in demonstration funds were granted in February 2006 to test unique and innovative training strategies for services to LEP and those who lack basic occupational skills needed for high-growth occupations. The demonstration program targets incumbent workers, new job entrants, and youth who lack such language and occupational skills. The program stresses innovative learning strategies to open career opportunities for LEP Americans.

Training In Spanish – Spanish-speaking MSHA inspectorate staff conduct safety, health, loss control and hazard identification training with Hispanic Americans with LEP. Mines employing large populations of Hispanic Americans were identified and Spanish-speaking inspectorate staff communicate miner's rights and techniques of risk assessment and management.

HazCom Internet Training – MSHA offers services utilizing Spanish-speaking personnel, including assistance by phone and in person. Through the State Grants Program, grantees provide services in Spanish, including training classes and assistance for the development of training plans. Through the Washington, D.C.-based Hispanic Association of Colleges and Universities program and the Hispanic College Fund program, students translated MSHA's HazCom Internet Training Program and they continue to translate mining web-



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based problem-solving exercises. The International Union of Operating Engineers, through an alliance with MSHA, continues to translate health and safety training materials into Spanish.

Educational Field Services (EFS) – To meet the need for Spanish-speaking instructors, MSHA’s Educational Field Services provide training at mines where there is a need for such instruction. MSHA has also announced five positions in the EFS requiring Spanish language fluency. MSHA is also hiring Spanish-speaking employees to work in program evaluation and information resources to develop Spanish Web-based content and translate training materials at the National Mine Health and Safety Academy. EFS routinely uses Spanish translators during accident investigations. For more information, see www.msha.gov/Education&Training.HTM#TrainingMaterials.htm.

Esperanza Trabajando – A \$10.6 million ETA grant awarded to Nueva Esperanza, Inc./Esperanza USA provided education and training services, job placement, case management, mentoring, aftercare, transitional support services, and career preparation to youth, including at-risk Hispanic youth. Approximately 3,280 youth were served over three years in eleven locations – Boston, MA; New York, NY; Bethlehem, PA; Philadelphia, PA; Chicago, IL; Miami, FL; Orlando, FL; Tampa, FL; Tucson, AZ; Orange County, CA; and Tacoma, WA. Esperanza USA is building networks of faith-based and community organizations, the local public workforce investment system, the juvenile justice system and the business community to ensure that youth, including Hispanic youth, receive education, workforce development and supportive services that lead to productive lives.

Educational and Workforce Development Services – The MSHA Hispanic Employment Program Manager developed the “ABCs of Spanish” for the agency’s inspectorate staff. The training is interactive for the inspectorate staff, which provides them the ability to practice their new Spanish speaking skills prior to arriving at a mine that employs Spanish-speaking miners. A significant amount of translation effort went into this project. The majority of the mining terms and verbiage had to be translated so that miners could understand what the inspectorate staff was communicating. The “ABCs of Spanish” has become very popular and now the inspectorate staff is requesting that Spanish be taught at the National Mine Health and Safety Academy as part of the required training. MSHA’s Hispanic Employment Program Manager is in the process of developing a “Learning Spanish” course for MSHA’s inspectorate personnel.

Latino Coalition – Recognizing that Latino youth could greatly benefit from skills development that would enhance their employability, ETA awarded a three-year \$10 million grant to the Latino Coalition, a national nonprofit organization. Through the grant, the Latino Coalition developed educational and workforce development services and delivered these services, on an annual basis, to at-risk and adjudicated youth, including Latino youth, between the ages of 14 and 21. The Reclamando Nuestro Futuro (RNF) project provided capacity-building and support to sub-awardees in six cities—Dallas, Denver, Houston, Los Angeles, Phoenix, and San Diego. In these cities, FBCOs provided skills training, community service, subsidized and unsubsidized work experience and internships, job preparation, college preparation, GED preparation, basic and remedial education, language proficiency, substance abuse services, and mentoring to at-risk and adjudicated youth, including Latino youth. The grant encouraged long-term partnerships between Hispanic organizations, One-Stop Career Centers, juvenile justice systems, and local business communities.

Webinar on Tapping into the Pipeline of Limited English Proficient Workers – Hosted by ETA in June 2006, the Webinar highlighted workforce solutions that have been successfully used to train LEP individuals,



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including Hispanics, for high demand and high growth industries. Workforce system participants learned about the solutions that have been developed, including partnerships and programs effective in tapping into this labor pool. The Webinar also identified challenges that must be overcome in order to develop and implement successful training programs combining language skills training with occupational skills training. Over 200 workforce professionals across the country participated in this Webinar.

Safety and Health Training – OSHA offers a variety of training and education programs helping Hispanic employers and employees implement safe and healthful work practices and comply with OSHA standards. OSHA continues to award Susan Harwood Training Grants to a variety of organizations, including colleges, universities and other educational institutions providing Spanish-language safety and health training programs targeted for hard-to-reach workers. OSHA has awarded numerous grants with a Hispanic component, including Training Materials Development grants addressing construction, transportation, and other safety and health topics. Targeted Topic training grants were awarded to address construction, general industry, and disaster response and recovery hazards. OSHA also increased the number of training centers to meet the demand for training and provide added value to the Agency's outreach efforts, including Spanish language courses. Some OSHA Regional Offices provide free training to members of the Hispanic community, offering OSHA's 10-hour construction course in Spanish.

GEM-SET III (Girls' E-Mentoring in Science, Engineering & Technology) - GEM-SET began in 2001 as part of a Women's Bureau initiative to promote the growth of female employment in non-traditional occupations. The program was designed to connect young girls enrolled in middle- and high-schools, as well as in Job Corps, with professional women mentors in SET fields. During the third year of GEM-SET (September 2003-2004), also known as GEM-SET III, the program focused on girls of Asian-American and Hispanic descent, as research showed girls of immigrant backgrounds often have unique needs and concerns that are markedly different from the general student population. Most of the mentoring involves an exchange of ideas between the mentors and students and is done via an electronic list (GEM-SET Digest) that is mailed to all participants' email addresses. GEM-SET currently exists as a replication project administered by the University of Illinois at Chicago (<http://www.uicwise.org>).

Outreach to Hispanic American Interns – MSHA has effectively implemented targeted recruitment efforts through the use of the Hispanic Association of Colleges and Universities' HNIP (Hispanic National Internship Program). One intern is employed every year based on the academic year calendar. There are also targeted recruitment efforts for Hispanic employees in California, Florida, New Mexico, Texas, and Puerto Rico. MSHA developed an on-line Spanish teaching program available to all MSHA employees through the DOL on-line training center.

COOPERATIVE OUTREACH EFFORTS

Office of Small Business Programs Hispanic Outreach – The Office of Small Business Programs' (OSBP) Small Business Regulatory Enforcement Fairness Act (SBREFA) Division conducts Compliance Assistance Forums for small business owners throughout the U.S., ensuring that they are aware of and comprehend the laws and regulations the DOL administers. To ensure that the Hispanic community is reached, special forums have been convened for Spanish speakers in cities with a high rate of Hispanic small business owners such as



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Dallas, TX; Albuquerque, NM; Santa Fe, NM; and Miami, FL. The majority of these forums are hosted in conjunction with those cities' Hispanic Chambers of Commerce. The Procurement Unit has also supported the Hispanic community via its outreach program, attending and exhibiting at conferences such as the U.S. Hispanic Chamber of Commerce's Annual Conference, the Texas Association of Mexican-American Chambers of Commerce event, National Council of La Raza's Annual Conference, and LULAC Annual Conference. In support of recruiting Hispanics into the federal workforce, OSBP host interns every semester from the Hispanic Association of Colleges and Universities.

Federal Interagency Partnership – ETA is a member of the Federal Interagency Partnership for Colonias, Migrant/Farmworkers & Rural Communities led by the U.S. Department of Housing and Urban Development. This is a quarterly forum for Federal representatives from various agencies and field offices to present and share programmatic strategies in an effort to better serve migrant and seasonal farm workers and the workforce in rural areas.

Skills to Build America's Future – The *Skills to Build America's Future* initiative is a partnership between the DOL, the U.S. Department of Education, and industry and worker representatives to build national awareness of the importance of skilled workers to the American economy and nation. The partnership educates young people and transitioning workers about jobs available in the skilled trades and how to get started in the industry. The initiative keeps experienced workers on the job, while giving them training, education, and apprenticeship opportunities to learn new skills. At the same time, it reaches out to a new generation of tradesmen and women and encourages them to use their skills and talents to find careers that will help pave the way to a fulfilling career and bright financial future. A series of materials titled "Break New Ground, Build a Future" were developed for the campaign and sent to all ETA One-Stop Career Centers and over 2,000 community colleges for the use of educators, workforce development professionals and others engaged in promoting the skilled trades to students and jobseekers. The materials, including a video, public service announcement, and marketing information, are available on <http://www.careervoyages.gov/skillstobuild-main.cfm>. Materials available in both English and Spanish include a brochure titled "Manos a la Obra, Construye tu Futuro," computer table tents and posters.

Promoting Healthcare Careers to Hispanics – In 2006, ETA partnered with Univision Communications, Inc. (the leading Spanish-language media company and television and radio network in the United States) to promote careers in healthcare to Hispanics. The partnership is one component of a broad public interest strategy that Univision is implementing to promote health in the Hispanic community. A Spanish-language public service announcement (PSA) was developed by Univision, promoting careers in health care and including ETA's toll-free number as an on-screen reference for further information. Viewers are advised to call the number for more information on careers in health care, and are connected with their local One-Stop Career Center. The PSA features Ana Maria Canseco of Univision's *Despierta America* (Wake up America) morning show.

Strategic Partnerships/Business Associations – Since 2003, the WHD has entered compliance assistance partnerships with over 20 agriculture associations, including the Nisei Farmers League in California, the Delta Council, the Indian River Citrus League, the American Mushroom Association, the Western Growers Association, and several state farm bureaus. These partnerships continue to evolve and demonstrate success in educating employers about labor laws and workers about their rights and the remedies available to them.



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Strategic Partnerships/Community-Based Organizations – WHD offices are a catalyst for initiatives to ensure that Hispanic employees are employed in compliance with labor statutes:

- **Justice and Equality in the Workforce Program (JEWP)** – In 2002, the WHD, the Equal Employment Opportunity Commission, the City of Houston, the Mexican Consulate and the Mexican American Legal Defense Fund joined in a partnership to help all Hispanic workers in different areas of labor rights. The Mexican Consulate established and staffed a dedicated telephone number for taking employee complaints and referred complaints to the appropriate agency. In 2007, WHD distributed information about labor standards laws at naturalization ceremonies and attended “immigration forums” which were hosted by the Mexican Consulate and the Mayor’s Citizens Assistance Office of Houston. These events provided unique opportunities to give specialized assistance to the Hispanic population. WHD also conducted cross-training sessions for the Mexican Consulate and other partners. During FY 2007, WHD completed 26 investigations that originated as a result of the partnership. Since the inception of this initiative, WHD has recovered \$5,662,412 for 4,043 employees.
- **EMPLEO** – WHD’s Southern California offices serve the largest concentrated population of Hispanics in the United States through its EMPLÉO (Employment Education and Outreach) initiative, which increases awareness of WHD laws and provides Spanish-speaking employees with avenues to communicate labor-related problems. The Ash Institute for Democratic Governance and Innovation at Harvard University’s John F. Kennedy School of Government announced that WHD’s Los Angeles EMPLÉO partnership initiative was one of the top 50 government innovations for 2006. In FY 2007, WHD established new collaborative relationships and participated in a number of events to support this initiative. The Regional Hispanic Chamber of Commerce agreed to include EMPLÉO information on its Web site. WHD participated in a telethon to respond to questions pertaining to labor issues in the workplace that generated 4,000 calls to the EMPLÉO toll-free number. Since the inception of the partnership initiative, WHD has collected more than \$4.8 million in back wages on behalf of over 3,200 employees.
- **PIECE Initiative and Raise Your Voice Campaign** – WHD’s Kansas City office began the Protecting Immigrant Employees with Compliance and Education (PIECE) initiative in 2003 to provide immigrant low-wage employees with limited English literacy improved access to WHD. WHD staff work with El Centro, the Westside Community Action Network (WCAN), and the Mexican Consulate to provide assistance to day laborers and others on labor questions. In FY 2007, staff participated in Spanish-language radio call-in programs that both educated the public and generated investigations.
- **ENTERATE (Educando Nuestros Trabajadores En Resolver Asuntos y Tratos en Empleo – Be Informed)** – WHD’s Caribbean Office established the ENTERATE initiative in 2005 to educate the workforce, community groups, and local, state, and Federal agencies regarding WHD laws.
- **TEACH (Trabajadores Edificando Alianza en la Comunidad Hispana – Workers Building an Alliance in the Hispanic Community)** – WHD’s New York City office’s TEACH initiative establishes a collaborative relationship with the Consulado General de Mexico en Nueva York to provide Mexican citizens and others with compliance assistance training and access to communication channels that is expected to increase their awareness of the protections under the law and help them to access governmental



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and other resources to better enforce those rights. During FY 2007, WHD representatives conducted monthly outreach and complaint intake with Mexican nationals in the consulate's office. The initiative generated investigations that enabled WHD to recover back wages totaling \$157,999 on behalf of 55 low-wage workers for minimum wage and overtime violations and to resolve a child labor violation.

Employer-Driven Older Women Workers – Between 2003-2004, the Women's Bureau's Employer-Driven Older Women Workers Program partnered with CVS/pharmacy, the Chinese American Service League and TechServ in Chicago, and SER National in Texas to provide basic computer and life skills training to older Hispanic and Asian-American women. Upon completion of the program, these women could apply for entry-level career ladder positions and internships with CVS Pharmacy and other retail businesses.

Alliance Program – As part of the overall Alliance Program, OSHA collaborates with businesses, trade and professional associations, community- and faith-based organizations and others to improve the safety and health of Hispanic employees through compliance assistance, outreach, training, and education. For example, the OSHA and Professional Landcare Network (PLANET) Alliance provides large and small landscape-industry businesses and their employees, including youth employees, "hard-to reach" and non-English speaking workers, with information and guidance to help reduce strains caused by manual material handling, amputations, motor vehicle crashes, and slip-and-trip injuries. Through the Alliance, PLANET developed safety tips sheets in English and Spanish focused on reducing amputations, as well as injuries associated with motor vehicles, manual material handling, and slips-and-trips.

Partners With LULAC and EEOC -- MSHA's Hispanic Employment Program Manager (HEPM) conducts annual training for HEPMs at LULAC's annual National Federal Training event. Over 100 HEPMs participate in this training. The Equal Employment Opportunity Commission (EEOC) also contacted MSHA's HEPM to conduct training at the EEOC's recent Examining Conflicts in Employment Law (EXCEL) conference. This was a first for EXCEL, and MSHA joined 1,500 human resources specialists, equal employment opportunity specialists, and HEPMs in receiving training at the conference.

OUTREACH ON THE INTERNET

America's Career InfoNet Website helps individuals explore career opportunities to make informed employment and education choices. The Web site features user-friendly occupation and industry information, salary data, career videos, education resources, self-assessment tools, career exploration assistance, and other resources that support talent development in today's fast-paced global marketplace. CareerInfoNet offers over 300 Spanish language career videos. These videos are approximately 30 seconds in length and accessible at (www.CareerInfoNet.org) by clicking on Career Videos and then on Career Videos in Spanish.

The Occupational Information Network (O*NET) – ETA, through a grant to the North Carolina Employment Security Commission, developed a Spanish version of the O*NET 4.0 database. The Spanish O*NET database maintains the same format and file structure as the English 4.0 version. This was done to facilitate incorporation of O*NET information into Spanish language occupational information systems and applications. In addition, Spanish language translations of the O*NET Questionnaires have also been developed to be used in the O*NET Data Collection Program.



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Electronic Spanish Language Newsletter – In April 2006, Hispanic employees and employers in New York, New Jersey, Puerto Rico, and the U.S. Virgin Islands received a new electronic, Spanish-language newsletter from OSHA's Region II Office. *Capsulas de Salud y Seguridad* presents a wide variety of information on workplace safety and health issues affecting Hispanic employees. Each issue features topics designed to educate and guide readers in efforts to reduce hazards and improve safety and health in the workplace.

Safety and Health Information on the Web – OSHA's Web site, www.osha.gov, features a variety of information and resources addressing workplace safety and health issues affecting Hispanic employers and employees, including OSHA's Spanish-language Web site, OSHA En Espanol; the Hispanic Outreach Module of Compliance Assistance Quick Start; the Compliance Assistance: Hispanic Employers and Workers Web page; and eTools. OSHA En Espanol provides workplace safety and health information to Spanish-speaking employers, employees and Hispanic business owners, including an overview of the agency's mission, employer and employee rights and responsibilities, safety and health resources, and a list of OSHA's Hispanic/English-as-a-Second Language coordinators.

Hispanic Outreach Module -- The Hispanic Outreach Module of OSHA's Compliance Assistance Quick Start assists employers with a Spanish-speaking workforce in learning more about employer and employee workplace rights and responsibilities, identifies Spanish-language outreach resources, details how employers can work cooperatively with OSHA, and provides a contact list for additional information.

Compliance Assistance – The Hispanic Employers and Workers Web page, www.osha.gov/dcsp/compliance_assistance/index_hispanic.html, is intended for English-speaking and bilingual Hispanic employers, employees and others who wish to access OSHA's compliance assistance and outreach materials. The site includes links to Spanish-language resources available from OSHA such as publications and training resources, as well as links to other Federal agencies' and non-governmental organizations' resources. The Web site also features two Spanish-language eTools, Construction and Sewing Industry, as well as Spanish-language audio and video PSAs featuring World Wrestling Entertainment wrestler Rey Mysterio, Major League Baseball Hall of Fame member Orlando Cepeda and retired Major League Soccer star Giovanni Savarese of the New York Red Bulls. The PSAs explain employees' safety and health rights, emphasize the importance of working safely, and promote the toll-free hotline, which includes a Spanish-language option.

Multilingual Home Page – Through its home page, www.wagehour.dol.gov, WHD recently developed new portals for wage concerns in various languages. One of those pages is geared specifically to Spanish-speaking employers and employees. The site is a portal for employers and employees to receive compliance assistance information regarding WHD's laws and regulations in Spanish. The site contains more than 50 fact sheets and other documents that have been translated into Spanish.

Bilingual Help Lines -- Spanish-speaking employers and employees can have their questions answered in Spanish from the DOL Toll-Free Help Line (1-866-4-USA-DOL), the WHD Toll-Free Help Line (1-866-4-US-WAGE), the OSHA Toll-Free Help Line (1-800-321-OSHA) and the EBSA Toll-Free Help Line (1-866-444-EBSA).

Toll Free Help Line (1-877-US2-JOBS) – ETA's toll free help line is served by approximately 20 Hispanic Customer Service Representatives (CSR). The CSRs provide information and referrals regarding over 200



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topics, including access to One-Stop Career Centers where Spanish is spoken, unemployment insurance, foreign labor certification, and access to relevant Web sites. All information available to the English-speaking public is also available in Spanish. In addition to Spanish-speaking CSRs, the contact center employs a language interpreter service that can be employed if call volumes exceed existing call center capacity.

EXPANDING SPANISH LANGUAGE PUBLICATIONS

Glossary of Workforce Investment Act Terms – With the extensive amount of terminology in the workforce investment system, it is challenging for staff working with LEP individuals to be knowledgeable about all applicable policies and terms, and to be able to properly convey information about program services to customers. ETA developed a glossary of terms to assist service providers not familiar with the intricacies of Workforce Investment Act services. The glossary has been translated into 17 languages, with each language having two versions – one alphabetized in order of the English terms, and the second alphabetized in order of the other language. The glossaries are available for download at ETA's Web site, with the Spanish glossary available at www.doleta.gov/usworkforce/LEP/glossary/Spanish.cfm.

SLAM Risks Campaign – MSHA reaches out to the Hispanic community by offering the SLAM (Stop-Look-Analyze-Manage) Risks campaign in both English and Spanish. All SLAM materials have been provided in Spanish for this and other MSHA efforts, including interactive training materials for both distribution by the National Mine Health and Safety Academy in West Virginia. The agency Web site is also completely available in Spanish, as well as numerous videos, DVDs, and pamphlets. MSHA retained a professional translator to translate all other necessary documents in appropriate Spanish dialects. For more information, see www.msha.gov/FocusOn/SLAM2004.asp.

Informational Materials – The WHD continues to increase its library of industry-specific fact sheets and wallet-sized cards for workers in Spanish, explaining basic legal protections and providing a toll-free help line to call for assistance. The agency's toll-free help-line (1-866-4US-WAGE) provides Spanish-speaking operators to assist callers in responding to those that need assistance in Spanish. Currently, WHD has numerous publications translated into Spanish, including fact sheets that provide general information concerning the application of the minimum wage, overtime pay, and recordkeeping requirements of the Fair Labor Standards Act (FLSA) to low-income employees such as day laborers; worker rights cards that explain wage laws that apply to reforestation and other low-wage workers; and stickers for placement on dangerous equipment that youth are not permitted to operate, such as forklifts and balers.

Machine Translation Program – MSHA uses a machine translation program which converts 15,000-plus Web pages into Spanish as they are requested by users. Updates are processed when posted, with no delays by translations. This method allows for translation of the entire Web site, which would otherwise be impossible due to limited resources. It does not, however, allow for the translation of PDF files. MSHA's Hispanic Employment Program Manager and Hispanic interns translate non-HTML files as requested. For more information, see www.msha.gov/spanish/spanishtrans-expl.htm.

Spanish Translation of Title 30 CFR – MSHA sponsored the Spanish translation of the pocket version of Title 30 CFR for miners and mine operators. The pocket 30 CFR is the basis for decisions made in the mining



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industry regarding code requirements and compliance. MSHA offers Spanish translation services to all of its alliances and partners.

Safety and Health Spanish-Language Materials – OSHA has developed numerous Spanish-language materials, including QuickCards, fact sheets, posters and other publications. For example, OSHA published *All About OSHA: Ready to Help You*, *OSHA: Employee Workplace Rights* and a poster entitled *Job Safety and Health Protection* in Spanish. OSHA also posted to its Web site English-to-Spanish and Spanish-to-English dictionaries with over 200 frequently/commonly used terms for general occupational safety and health in the construction industry. Additionally, in response to the clean-up and recovery efforts associated with hurricanes Katrina and Rita, OSHA produced numerous Spanish-language compliance assistance products including five PSAs, 25 Spanish-language QuickCards and six fact sheets on numerous safety and health topics such as chainsaws, cleanup hazards, construction personal protective equipment, electrical safety, fall protection, heat, tree trimming, and work zone traffic safety.

Compliance Assistance Spanish-Language Outreach Materials -- DOL has recently translated into Spanish additional education materials describing DOL's Compliance Assistance Initiative. These materials include a *Frequently Asked Questions* document that answers common queries about the Secretary's Compliance Assistance Initiative and *Help from DOL*, a series of 14 ready-to-use news briefs about widely available compliance assistance tools. The Department is encouraging Hispanic business, labor and outreach organizations to use these ready-to-publish Spanish-language articles in their newsletters, member e-mails and other communication channels. These additions enhance DOL's existing collection of educational Spanish-language compliance assistance materials – all of which are available on the DOL Web site at www.dol.gov/compliance/news/spanish.htm. DOL also recently updated and translated into Spanish its *Employment Law Guide*, which describes in plain language the major employment laws and regulations enforced by DOL. Written to assist employers in developing wage, benefit, safety and health and nondiscrimination policies for their businesses, the *Employment Law Guide* is available in English and Spanish on the DOL Web site at www.dol.gov/compliance/guide/spanish/index.htm. Hard copies of the *Employment Law Guide* are available in English from the DOL Toll-Free Help Line (1-866-4-USA-DOL).

Bilingual Outreach on Retirement Issues -- EBSA distributes several popular publications in Spanish, including *Top 10 Ways to Prepare for Retirement*, *Women and Retirement Savings: What Women Need to Know and Do*, and *Savings Fitness: A Guide to Your Money and Your Financial Future*. EBSA is working to distribute a Spanish version of *Savings Fitness* throughout the Hispanic community, including its use in the Spanish version of the "My_Money Toolkit." These publications are available at www.dol.gov/ebsa/publications/ in both English and Spanish. EBSA has also put *What You Should Know About Your Retirement Plan* in Spanish on the website and will be printing it soon. Finally, EBSA is in the process of translating *Meeting Your Fiduciary Responsibilities* into Spanish for Web site access.

CareerOneStop One-Pager – A general one-pager describing all the CareerOneStop tools and related resources that help businesses, job seekers, students, and workforce professionals find employment and career resources is available in English and Spanish—English on one side and Spanish on the other.



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PROMOTING FINANCIAL SECURITY

Retirement and Health Plan Benefits -- EBSA helps Hispanic workers better understand their rights and responsibilities and make informed decisions about retirement and health plan benefits. This outreach and assistance includes staffing each regional office with bilingual employees including benefit advisors who directly assist workers with questions about their rights. EBSA's bilingual Benefits Advisors also participate in *Las Mujeres Y el Dinero* ("Women and Money") conferences sponsored by the Women's Bureau, as well as rapid response/dislocated worker programs for Hispanic workers affected by plant closings and layoffs. In addition, EBSA posts information in libraries, post offices, and other public places to create awareness in the Spanish-speaking community of the agency and the assistance it can provide.

Women and Money ("Las Mujeres Y el Dinero") – This Women's Bureau program was a one-year project (October 2003-2004) encompassing a series of financial education conferences held across the country for Hispanic women. "Las Mujeres Y el Dinero ("Women and Money") events empowered approximately 4,020 Latinas to learn more about financial security and to plan for a strong financial future for themselves and their families. Eleven separate and distinct financial literacy programs were held in 10 states across the nation.

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